Service Level Agreement (SLA)

Duration of Agreement

From: October 1, 2003	To: September 30, 2005

Signatories

Signed for and on behalf of	Signed for and on behalf of
State of Michigan Department of Information Technology (DIT)	*State of Michigan Department of Civil Service (DCS)*
Name Teri Takai	**Name** James D. Farrell
Signature	**Signature**
Position Director, Department of Information Technology	**Position** Director, Michigan Department of Civil Service
Date 1-18-05	**Date**
Name C. Douglass Couto	**Name** Janet McClelland
Signature	**Signature**
Position Information Officer for MDOT, Civil Rights, Civil Service, DMB, DIT Agency Services	**Position** Senior Chief Deputy Director, Michigan Department of Civil Service
Date	**Date**
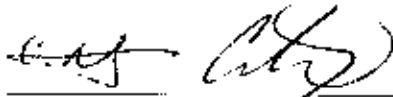
Service Level Agreement (SLA)

Service Level Agreement Revision Change Control

The Michigan Department of Information Technology (DIT) is responsible for maintaining this Service Level Agreement (SLA) and will maintain the master soft copy of the SLA. When an initial version has been agreed, the following change management procedures will apply:

- The initial agreed version will be version 1.0.
- All subsequent amendments will receive a new version number.
- DIT will retain the master copy of the SLA.
- All changes to the SLA will result in a release of a revised SLA.
- All changes must be agreed upon and signed by both the DCS SLA Manager and the DIT Information Officer.
- All amendments will be summarized in the Revision History section of the SLA.
- The SLA will be reviewed by DCS and DIT each fiscal year.
- DCS and DIT will agree on limited, named, hard copy SLA holders.

Revision History

Version	Owner	Issue Date	Issued By	Description of Change

Addendum Material

Document Name	Version	Location	Owner
SLA Overview Document		Michigan.gov website	
DIT Services Catalog		Michigan.gov website	
Glossary of Terms		Michigan.gov website	
Problem Management and Escalation Process		Michigan.gov website	

Table of Contents

1.0 Purpose

This Service Level Agreement (SLA) has been jointly created by the Michigan Department of Civil Service (DCS) and the Department of Information Technology (DIT) to detail the conditions and expectations of our two organizations regarding the delivery of information technology services.

Specifically, this SLA defines:

- The IT services and products to be delivered.
- The standard of performance for each service that has been agreed between DIT and DCS.
- Action plans to remedy potential problems.
- SLA roles and responsibilities.

This document consists of a number of Sections. Descriptions of the contents are included in the SLA Overview Document and an explanation of terminology is included in the Glossary of Terms Document.

Changes the SLA will be made as outlined in Section 3.0 Change Process.

Furthermore, it is agreed that notwithstanding this Agreement, the Civil Service Commission retains the plenary authority granted in Article 11, §5 of the Michigan Constitution. No provision of this Agreement is intended to, or may be interpreted to, delegate, rescind, limit, or modify the authority of Civil Service Commission. In the event of any conflict between this Agreement and the Authority of the Civil Service Commission, the Civil Service Commission or the State Personnel Director may take any appropriate action to cure the conflict.

2.0 Contact Information

The Department of Civil Service Information Officer (IO) will be the primary representative from DIT managing and ensuring service delivery as identified in the SLA:

C. Douglass Couto
coutod@michigan.gov

The Department of Civil Service SLA Manager has been identified as the department's SLA Manager and will be the primary representative for negotiating service delivery and coordinating service delivery issue resolution with the IO:

Janine M. Winters
Senior Deputy Director
WintersJ@michigan.gov

3.0 Change and Review Process

Changes to this agreement may be negotiated based on changing business or service needs or significant variances from service commitments. Requests can be submitted to the IO or the Department's SLA Manager, and they will negotiate the changes. The changes must be agreed to by the Directors, or their designees, of both organizations.

This agreement will be reviewed by DCS and MDIT each fiscal year.

4.0 Maintenance and Distribution of the Agreement

The DIT IO is responsible for maintaining this agreement and ensuring that changes have been incorporated, when appropriate, prior to distributions of new versions.

Distribution of copies within the Michigan Department of Civil Service is the responsibility of the Department SLA Manager.

5.0 Problem Management and Escalation

The purpose of the problem management and escalation process is to manage service issues to ensure a consistent and high-quality response to customers. Should DIT fail to meet its expected level of service, DCS and DIT should make efforts to resolve the problem themselves. If no solution can be found, DCS is entitled to submit an issue and/or invoke the escalation procedure. The problem management and escalation procedure is as follows:

- DCS will ask the appropriate Manager to contact the Agency SLA Manager in writing. All further correspondence will show on a log to be tracked.

- In the event of failures, DCS may withhold payment for disputed services while working with DIT's Information Officer to develop a resolution and, if necessary, a remediation plan. (However, DCS will pay all invoice services not in dispute.)

- DCS will retain the ability to set priorities for problems to be resolved.

5.1 Remediation

In the event of failures, DCS will withhold payment for disputed services and will require a remediation plan from DIT. This document will detail the means and timeframe to ensure the ongoing achievement of normal service levels per the SLA. DIT will provide a

remediation plan in the event that service levels are not met for two consecutive measurement periods or for three occurrences within a six-month period.

If the Information Officer and the SLA Manager fail to reach agreement about remediation, then the matter will be referred to the DCS director and DIT director for resolution.

5.2 Termination

This agreement may be terminated upon the mutual agreement of the DIT Director and State Personnel Director.

6.0 Billing and Invoicing

The DIT services charges will be based on actual costs, which are deemed fully allowable and appropriately assigned or allocated to respective DIT services as required by OMB Circular A-87. DIT is in a transition period. As a service provider to State of Michigan agencies, the ultimate direction is to move to a fully-rated cost recovery model. Noted below are cost treatments and charge-back methodologies for DIT services for FY 2005.

Invoices must be paid within 30 days of receipt. If an item is disputed, the remaining invoice amount must be paid in full within 30 days of receipt. DCS must notify the DIT Section Manager of DMB Fiscal Management Division and the Information Officer of disputed items within 30 days of receipt of invoice.

6.1 Direct Charges (DC)

DCS will be charged for costs directly associated with the delivery of IT services. Examples include: direct agency assigned staff and agency specific procurement. In some instances there are staff who are working for multiple agencies in a non-rated service. Program managers will provide work distributions based on time reporting data for staff in these roles. Staffing costs will be charged to DCS based on distribution percentages.

DIT will continue to maintain time statistics. Time statistics will be distributed to each Agency on a monthly basis, or as agreed upon by DCS and DIT.

6.2 Program Administration (PA)

Program Administration (which includes divisional, sectional, and team administration) expenditures are costs incurred by program management in the delivery of IT services. An example of such cost is the Director of Agency Services. Costs incurred by the Director of Agency Services will be allocated to the DCS as a function of Agency Services' direct

salaries charged by Agency. PA will be allocated to the first-line staff through step-down allocations based on salary dollars.

DIT must:

1. Provide audit capabilities that invoiced charges are appropriate and correct.

2. Review and conduct an annual audit for all invoiced charges.

3. Review computations and provide annual distributions for overhead and services.

4. Provide cost methodology/cost allocation models and must use an independent party to provide cost allocation models.

6.3 Enterprise Administration (EA)

Enterprise Administration expenditures are costs incurred by the enterprise in overall delivery of IT services to the State of Michigan. EA includes costs such as DIT Director, Security and Disaster Recovery, and Research and Management Services. EA will be allocated as a function of total expenditures and will be applied to all DIT program services expenditures (including existing rated services areas) as well as to agency-specific procurement expenditures. These charges will not exceed allocations made for "Enterprise" expenditures. While EA will be initially distributed as a function of total expenditures, it is anticipated that in future years some EA expenditures may be allocated and charged to agencies on a functional basis rather than by dollars expended.

6.4 Rated Services

DCS will continue to be charged for rated services such as Telecommunication data and voice networks, Data Center Services, Project Management, and Center for Geographic Information Services, etc. Rated services are charged based on usage for the specific service per published rate schedules.

6.5 Desktop Services

Desktop Services costs will ultimately be recovered through a rated structure. DIT will maintain a DCS IT asset inventory to standards that will satisfy audits. Initially, however, desktop costs will be allocated to DCS based on relative percentage of desktops. Where required, AR Remedy statistics may be used to aid DCS in further distribution of desktop costs. (Note: Specific desktop purchases will be charged directly to DCS and not allocated.)

$$\text{Desktop Services Total Costs} \quad \times \quad \frac{\text{Agency Desktop Count}}{\text{Total Desktop Count}} \quad = \quad \text{Agency Charge}$$

6.6 Distributed Processing (DP)

Distributed Processing services (local networks, servers, email, mainframe operations productions support, etc.) will be charged to DCS based on direct assignment of staff. DP program administration will be allocated to first-line workers via step-down function based on salary dollars. DCS will be charged all costs for on-site staff plus an overhead cost for their supervisor.

6.7 Enterprise Portal Costs

Enterprise Portal costs will be allocated to DCS based on the number of times pages are accessed ("hits").

6.8 Rent

DIT recognizes that there may be instances during transition where DIT staff who are servicing multiple agencies may be housed with an area that heretofore had been dedicated to a single agency. DCS will recommend a method for equitable allocation and "true-up" of these costs for treatment beginning with the FY05 billing cycle.

6.9 Annual Reconciliation

DIT will conduct an annual reconciliation of charges, or "true-up." This will involve a comparison of billed charges to the actual costs of providing those services. DIT may elect to refund any difference to customers through a final adjustment to billings. However, if differences are within reasonable levels, they may be carried forward as adjustments to future year's charges or rates as provided in OMB Circular A-87.

6.10 Meetings

DIT financial staff, in coordination with the DCS's Information Officer, will meet on a regular basis with DCS staff to review DIT invoices (invoices typically presented on a monthly basis) and identify and resolve any billing adjustments, omissions, and related issues that may be identified.

6.11 Spending Plan

DIT and DCS will jointly develop an annual spending plan for the DCS Inter-Department Grant (IDG). DIT financial staff will prepare and distribute a spending plan each month that annualizes expenditures, year-to-date, against the DCS Inter-Department Grant. DIT financial staff, in coordination with DCS's IO, will meet on a regular basis with DCS staff to review the spending plan, identify funding shortages, and jointly prepare an action plan to spend within available resources.

Cost Efficiencies: DIT will take on re-engineering efforts to drive down cost and to improve efficiencies. As DIT realizes the benefits from these efforts, the deficit will be retired in the internal service fund.

6.12 Monthly Statements

Detailed billing statements will be provided on a monthly basis. The statements will include a detailed breakdown of charges within service categories and will be sufficiently detailed to allow DCS to properly allocate expenses to the appropriate federal and state funding sources and projects to enable DCS to be reimbursed for eligible expenses, to enable charges to be assigned to appropriate DCS projects, and to ensure that all billed resources were expended in the provision of IT services to DCS.

Performance metrics will be developed by DIT and reviewed and agreed to by DCS to be made available on reports that accompany, or are included in, these billing statements.

7.0 Audit Clause

As part of this SLA, DCS and DIT agree to this audit clause which provides that financial records, documents, data, accounting procedures and practices, programs, projects, information systems, or any other items of the service provided, deemed relevant to the SLA by DCS and DIT, are subject to examination by the appropriate DCS and DIT representatives. DCS and DIT will, and will cause its subcontractors and suppliers to, provide to DCS and DIT (and internal and external auditors, inspectors, regulators, and other representatives that DCS and DIT may designate from time to time) access at reasonable hours to DCS and DIT personnel, to the facilities at or from which services are then being provided and to DCS and DIT records and other pertinent information, all to the extent relevant to the services and DIT's obligation. Such access will be provided for the purpose of performing audits and inspections. DCS and DIT will provide any reasonable assistance requested by either party or their designee in conducting any such audit, including installing and operating audit software.

Following an audit, DCS and DIT will conduct an exit conference with DCS and DIT representatives. DCS and DIT will meet to review each audit report promptly after the issuance thereof and DCS and DIT will respond to each audit report in writing within thirty (30) days from receipt of such report, unless a shorter response time is specified in such report. DCS and DIT will develop and agree upon an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in such audit report and DCS and DIT will undertake remedial action in accordance with such action plan and the dates specified therein.

- DIT will establish and maintain accurate records, in accordance with generally-accepted accounting principles, of all expenses incurred for which payment is sought or made under this agreement, said records to be hereinafter referred to as the "RECORDS." Record and present cost and progress reports to meet DCS requirements.

- DIT will maintain the RECORDS for at least three (3) years from the date of final payment made to or by DCS under this agreement. In the event of a dispute with regard to the allowable expenses or any other issue under this agreement, DIT will thereafter continue to maintain the RECORDS at least until that dispute has been finally decided and the time for all available challenges or appeals of that decision has expired.

- DCS or its representative may inspect, copy, or audit the RECORDS at any reasonable time after giving reasonable notice.

- If any part of the work is subcontracted, DIT will assure compliance with subsections (a), (b), and (c) above and with applicable state and federal requirements for all subcontracted work.

In the event that an audit performed by or on behalf of DCS indicates an adjustment to the costs reported under this agreement or questions the allowability of an item of expense, DCS will promptly submit to DIT a Notice of Audit Results and a copy of the audit report, which may supplement or modify any tentative findings verbally communicated to DIT at the completion of the audit.

Within sixty (60) days after the date of the Notice of Audit Results, DIT will (a) respond in writing to the responsible Bureau of DCS indicating whether or not it concurs with the audit report, (b) clearly explain the nature and basis for any disagreement as to a disallowed item of expense, and (c) submit to DCS a written explanation as to any questioned or no opinion expressed item of expense, hereinafter referred to as the "RESPONSE." The RESPONSE will be clearly stated and will provide any supporting documentation necessary to resolve any disagreement or questioned or no opinion expressed item of expense. Where the documentation is voluminous, DIT may supply appropriate excerpts and make alternate arrangements to conveniently and reasonably make that documentation available for review by DCS. The RESPONSE will refer to and apply the language of the agreement. DIT agrees that failure to submit a RESPONSE within the sixty (60) day period constitutes agreement with any disallowance of an item of expense and authorizes DCS to finally disallow any items of questioned or no opinion expressed cost.

DCS will make its decision with regard to any Notice of Audit Results and RESPONSE within one hundred twenty (120) days after the date of the Notice of Audit Results. If DCS

determines that an overpayment has been made to DIT, DIT will repay that amount to DCS or reach agreement with DCS on a repayment schedule within thirty (30) days after the date of an invoice from DCS. If DIT fails to repay the overpayment or reach agreement with DCS on a repayment schedule within the thirty (30) day period, DIT agrees that DCS will deduct all or a portion of the overpayment from any funds then or thereafter payable by DCS to DIT under this agreement or any other agreement.

DIT shall prepare a detailed report, with recommendations and conclusions, including a list of service charges to DCS, the appropriateness of those charges, and the cost allocation methodologies used in determining the level of funding, and any un-reimbursed costs.

8.0   Performance Reviews

Monthly (or as needed) reviews will be conducted with the SLA Manager to assess service effectiveness, address service problems, and evaluate service delivery in light of business needs and available resources. Particular attention will be paid to notable deviations from commitments.

This meeting will also review the status of current projects and identify and resolve issues and initiate needed action items.

As a basis for the review, the Information Officer (IO) and the Senior Chief Deputy Director will collaborate in collecting, analyzing, and reporting service data associated with the SLA, including detailed logs of service and performance, including documentation of problems, response times, times to resolution, and detail about the resolutions themselves. This review is generally delegated to the appropriate Manager(s).

DIT must also provide DCS with a method for real-time monitoring of outstanding problems and a problem history.

The DCS SLA Manager or a designated representative must attend all SLA Review Meetings.

A report describing project statuses, issues addressed, decisions made, and actions taken will be published within five (5) days of the review meeting.

This review will also include advice from DIT on technology options that have become available that could improve the overall level of service. This review will also serve as an opportunity to identify improvements in performance.

9.0 SLA Management Roles and Responsibilities

The following provides an understanding of the roles and responsibilities for DIT and DCS in accordance to this SLA.

9.1 DIT shall

1) Be responsible for providing the qualified resources and skills to deliver the services purchased in a cost-effective and timely manner.

2) Communicate the methodology for pricing and the process for collecting fees and payments and obtain consensus on these.

3) Discuss with DCS voluntary changes in staffing to ensure service continuity and will get DCS concurrence on a plan to maintain service levels. (Key resources will be defined through further discussion.)

4) Organize, facilitate, and attend meetings in order to meet service objectives and business demands.

5) Commit to teamwork and conflict resolution.

6) Reserve the right to review and/or reassign DIT-related functions to DCS staff based on mutual agreement and addressing funding and staffing requirements.

7) Communicate with DCS to ensure that DCS is adequately informed about DIT needs, requirements, and business directions. DIT must communicate with DCS immediately if there are changes in program direction, IT operations, or IT personnel assignments that would impact DCS business or business practices. New initiatives must be communicated to DCS so that adequate preparation and procurement time is available to implement new or enhanced services.

8) Include DCS SLA Manager in relevant IT strategic planning activities. sponsor and executive review meetings and designate DIT managers supporting DCS as team members or co-leaders as needed.

9) Work with DCS to develop an IT spending plan.

10) Perform IT services upon receiving instructions to proceed from DCS.

11) Perform all agreed to activities with regards to audits and record-keeping (See Section 6.0 (Billing) and Section 7.0 (Audits) for more detail).

12) Work with DCS to establish authorization thresholds for contracts, projects, hardware, and software approvals.

13) Provide staff to work with DCS teams and follow DCS IT approval processes.

14) Ensure that DIT staff located at DCS facilities will provide support at current levels. Advise DCS SLA Manager and Senior Chief Deputy Director of planned changes prior to implementation.

15) Designate a representative to the HRMN Coordinating Committee.

9.2 DCS shall

1) Commit to teamwork and conflict resolution.

2) Communicate all issues and problems to DIT following the problem management and escalation procedures outline in this document and its associated attachments (See Section 3.0 (Change Process) and Section 5.0 (Problem Management and Escalation) for more detail).

3) Communicate with DIT to ensure that DIT is adequately informed about DCS's needs, requirements, business directions, and personnel changes. DCS must communicate with DIT immediately if there are changes in program direction. New initiatives must be communicated to DIT so that adequate preparation and procurement time is available to implement new or enhanced services.

4) Include DIT Information Officer or an appropriate designee in relevant strategic planning activities, management meetings, project steering committee meetings.

5) Reserve the right to review and/or reassign DIT-related functions to DCS staff based on mutual agreement and addressing funding and staffing requirements.

6) Reserve the right to add, modify, prioritize, or delete projects which may or may not be included in the inter-department grant.

7) Work with DIT to develop an IT spending plan.

8) Review and approve billings and acceptance of completed work.

9) Make payment to DIT upon approval of billing and acceptance of completed work.

10) Provide adequate space for DIT staff located at DCS sites when assigned to DCS activities.

11) Include MDIT IO in IT relevant (or IT related) strategic planning activities.

9.3 Further Agreements

It is further agreed that:

   a) DIT errors or omissions causing rework may be at DIT's expense.

   b) DCS errors or omissions causing rework may be at DCS's expense.

   c) Source forms and data entry specifications may be changed, deleted, or added to this agreement.

d) Non-Disclosure -- DIT employees will not disclose or reveal any software, documentation, data, or any information derived from data stored in DCS databases without DCS's express written permission.

e) Freedom of Information – DCS will be responsible for complying with Freedom of Information requests involving data in databases owned by DCS, but maintained by DIT.

   i) DIT will deny any FOIA requests received that are the responsibility of DCS, and refer the requestor to the appropriate DCS contact.

   ii) DIT will notify DCS of requests received and rejected concerning DCS in a timely fashion.

f) Ownership — All software, documentation, and other materials developed under this agreement will be the property of DCS.

10.0 Agency Support Services

10.1 Customer Summary of Service

Currently, DCS purchases the following services from DIT. As part of this agreement, DCS will continue to receive the listed services for Fiscal Year 2005. which will be billed according to the process recorded in Section 6.0 Billing and Invoicing of this document. Changes to these services will be made as outlined in Section 3.0 Change Process of this document.

- Voice Services
- Customer Service Center Services
- Desktop and User Support
- Data Network and Connectivity
- Data and Application Hosting
- Application Development and Maintenance
- Education and Training
- Security Services
- IT & Business Consulting Services
- Disaster Recovery and Business Resumption
- IT Procurement and Contract Management
-

The service levels and quality assurance processes currently in place in DCS are documented in Appendix A. These service levels represent the minimum that DIT needs to provide to DCS in terms of quality, responsiveness, and cost. DIT will continue to provide data about these services and additional metrics when developed.

10.2 New Systems Development

Application development requests will be submitted through the process developed by DCS and the IO.

10.3 Application Maintenance and Support

Application Development and Maintenance Services include enhancement services and maintenance services. Enhancement services can be sub-divided as follows:

- Major Enhancements involve significant new requirements, but do not alter the overall makeup of an existing solution. This may entail adding, changing, or deleting functions for the existing solution. Major enhancements will usually cause an impact to the business, organization, or architecture and may require significant cost, effort, and time to complete. Examples may include migration to a new application platform, adding new interfaces, or re-designing a database.

- Minor Enhancements involve adding new requirements against an existing solution, but have minimal impact on the business, organization, or architecture. Examples may include updates to data tables, updating a field on an HTML view, or updating a module that was originally changed via an emergency fix.

Maintenance can be sub-divided as follows:

- Corrective Maintenance includes work that is initially spawned by a problem incident report and is generally referred to as a "fix." Involves changes made to application code in support of new or changed system software. Cost and effort are relatively low. This work may be initiated to provide a complete fix after an emergency fix was performed.

- Emergency Fix is defined as the occurrence of a problem that must be addressed immediately, such as the disruption of a system or application. Urgent emergencies include life and death situations. High emergencies have public impact, significantly affecting a large number of users, or inability to meet deadlines for statutory payments. Medium emergencies include all other situations that have impact on users.

- Preventative Maintenance involves work that is initiated in order to avert foreseeable problems, improve performance, quality, reliability, efficiency, usability, or maintainability of an installed solution. Examples may be new reports or changes to existing reports.

DIT will be responsible for on-going system maintenance and enhancement, unless otherwise outsourced to a vendor, for the duration of this agreement. DCS will be involved in any outsourcing decisions for those systems defined as "Key Products." Should system maintenance and/or enhancement obligations impact the delivery of new systems, or resources not be available within the existing staffing structure, DCS will be responsible for prioritizing maintenance and enhancement efforts. The definitions listed above are agreed to except where superceded by specific Application/Network maintenance and development language introduced as approved appendices/addenda to the primary agreement.

10.4 MicroTech Support

DIT will work toward a stable field support staff familiar with DCS by dedicating staff to DCS who report to a designee of the State Personnel Director.

11.0 Critical Applications

A list of critical applications (with supporting infrastructure) will be developed along with required response times.

CS	HRMN	
CS	HRMN Express Scheduler	Human Resource Mgmt Network
CS	HRMN Lawson Interactive Desktop	Human Resource Mgmt Network
CS	HRMN VPN	Human Resource Mgmt Network
CS	HRMN DCDS	Human Resource Mgmt Network
CS	HRMN R*Stars	Human Resource Mgmt Network
CS	HRMN ADPICS	Human Resource Mgmt Network
CS	HRMN COBRA EAS	Human Resource Mgmt Network
CS	HRMN eBroadcasting	Human Resource Mgmt Network
CS	HRMN Process Flow	Human Resource Mgmt Network

CS	HRMN BCI	Human Resource Mgmt Network
CS	HRMN Groupwise remote	Human Resource Mgmt Network
CS	MI HR Call Center Application	Human Resource Mgmt Network
CS	MI HR Document Management	
CS	MI HR No Update	
CS	HRMN Agency Directory	
CS	HRMN FAQ	
CS	HRMN Pay and Deduction Codes	
CS	HRMN Reports	
CS	HRMN SAT	
CS	HRMN Security	
CS	HRMN Support Center	
CS	DCDS	
CS	CS138	
CS	HP OpenView ServiceDesk	
CS	HRMN Training Web Site	
CS	Lawson Analytics	
CS	Lawson Enterprise Reporting	
CS	Lawson eRecruiting	
CS	Lawson Services Automation	
CS	Lawson SmartNotification	
CS	Lotus Notes (Project Office)	
CS	PVCS	
CS	Statistics Manager	
CS	5029 Web Scheduler	
CS	Appointing Authority	
CS	AppTrack	
CS	Audit	
CS	Board of Ethics Searchable Database	
CS	Career Fair	
CS	COBRA EAS	
CS	Decision Status and Research System	
CS	Document Mail Assistant	
CS	Evaluations	
CS	HRTD Training	
CS	iD Number Finder	
CS	Internet Phone Book	
CS	Job Titles Specs	
CS	Lateral Transfer	
CS	MailList	
CS	MGMTInvoice	
CS	Michigan Department of Education Administrative Law Decisions	
CS	Office of Performance Excellence - Library Resources	
CS	OTS Project Requests	
CS	OTS Purchasing	

CS	OTS Software Inventory		
CS	Performance Pay Program		
CS	Positions by County		
CS	Position/Skill Code Listing		
CS	QWIZ		
CS	Remedy		
CS	Rules, Regulations, and Advisories		
CS	Scoring		
CS	ScorView		
CS	SSRS		
CS	Templates		
CS	Tracker		
CS	Vacancy Web		

12.0 Distributed Processing Operations

12.1 Overview

The Distributed Processing Operations (DPO) Division within DIT is responsible for the planning, design, engineering, and operations of all local area networks for the State of Michigan. DPO also offers server and application hosting services, e-mail service, file and print services, operating system support, maintenance support, and software and hardware technology refreshment services in a variety of different facilities in a distributed environment.

DPO services are typically provided on a 12 X 5 basis; however, DCS has the option to extend coverage via an on-call service.

DPO also offers mainframe job scheduling, operations, and data entry services.

12.2 DPO Services

DPO provides the following types of services to Agencies:

Facilities Management	Network Management
Server Procurement	Job Scheduling/Execution
Server Software Installation	Maintenance Agreements (SW & HW)
Asset/Configuration Management	Server/HW Capacity Planning
Server Installation/Setup	Service Request Management
Server Backup/Recovery	Software Problem Management/Patch Process
Server Documentation	Print Services
Server Security	Operations Metrics/Utilization Reporting
User Profile Management	Application Server Support
Performance Tuning	Server Software Distribution

Server Monitoring and Corrective Action	Change Control
Performance Tuning	Software Version Control
Server Monitoring and Corrective Action	

12.3 DPO Monthly Costs

DPO charges for FY05 are costs directly associated with the delivery of the services listed above. These charges include three types of costs: Payroll, Program Administration, and Support Costs.

- Payroll consists of actual payroll charges for the pay periods ending during the invoice month. DPO staff is charged to an agency as dedicated to DCS, allocated to DCS, or based on a time distribution.

- Dedicated: Costs of DPO employees working full-time for a single agency.

- Allocated: Costs of supervisors and managers are allocated based on salary costs of employees in their reporting organization.

- Time Distribution: Some DPO employees provide services to multiple agencies. For these employees, their costs are distributed as a percentage of time worked for each agency.

- Program Administration (PA) expenditures are costs incurred by program management in the delivery of DPO services. An example of such cost is the Director of Distributed Processing Operations. Costs incurred by the Director of Distributed Processing Operations are allocated to agencies as a function of Agency Services' direct salaries. Support costs are expenditures such as travel, telephones, pagers, copier rental, office supplies, and other CSS&M related to the staff in the DPO organization.

13.0 IT Procurement

13.1 Overview

Contract & Procurement Services provides agency-specific and enterprise-wide procurement and contract management services for IT commodities and services. MAIN processing activities, vendor interaction, and State approval/reporting requirements are handled by DIT Contract & Procurement Services.

13.2 Contract Management Services

DIT Contract Management Services is responsible for processing all IT-related contractual service requests, and ensures that the services provided meet contract specifications. In serving these IT needs, DIT Contract Management Services include the following:

1. Assist Agency in developing, renewing, and re-bundling IT contracts.

2. Work with Agency and project managers in identifying IT needs and developing statements of work.

3. Coordinate with DMB to determine most appropriate contract vehicle to obtain services.

4. Develop contract language for Request for Proposal, Invitation to Bid, and Sole Source contracts.

5. Work with Department procurement and personnel staff to obtain Department of Civil Service approval, via CS-138, if needed.

6. Participate in pre-bid meetings, oral presentations, and joint evaluation committee process and vendor selection.

7. Review contractor's detailed work plan to ensure it will result in meeting the objectives and tasks stated in the contract.

8. Act as liaison between Agency and Contractor in order to insure mutual understanding of the respective roles and responsibilities of the contractor and DCS.

9. Prepare contract portfolio and status reports to share with management staff regarding contract management and activity.

10. Monitor contracts with existing vendors and make recommendations on extensions and renewals.

11. Manage contract change requests.

12. Monitor financial data for each contract to ensure that contract is on budget.

13. Monitor all contract activity to ensure compliance with contractual obligations and DIT strategic direction.

14. Leverage resources and create cost savings by establishing contracts using a best-practice, best-price, and best-value mindset.

15. Promote proactive management of the IT contract portfolio through valued partnership and foster an enterprise-wide perspective.

16. Coordinate funding approvals.

17. Adhere to Executive Directives/Executive Orders, DIT and Agency-specific requirements in processing IT contractual service requests.

18. Process approved agency contractual service requests in a timely and efficient manner.

13.3 Procurement Services

DIT Procurement Services covers the purchase of all non-delegated IT commodities and services for State agencies. The DIT Procurement Services Section performs all MAIN-related functions for IT procurements. These include requisitions, purchase orders, change orders, receivers, and cancellations. DIT Procurement Services will issue Agency-specific procurement requisitions in a designated MAIN ADPICS department number and route those documents for review and approval based on approval path information provided by DCS. DIT Procurement Services will notify end users of request status throughout the procurement.

In serving the IT procurement needs of DCS, DIT Procurement Services will:

1. Adhere to Agency-specified approval requirements for IT purchases.

2. Provide a variety of methods for Agencies to request the purchase of desktop commodities, including telephone requests, e-mail, fax, ID-mail requests.

3. Process approved Agency procurement requests through appropriate DIT approvers in a timely and efficient manner.

4. Check published on-hand stock status for items that can be re-deployed free of charge before procuring new items using Agency funds.

5. Procure commodities that meet published enterprise standards.

6. Use a variety of procurement methods, including the MAIN system and procurement cards, to purchase items at the most favorable cost and value.

7. Notify DCS of procurement request status.

8. Notify DCS of procurement methods used.

9. If requested, use Agency-specific coding in selected fields of MAIN coding blocks to assist DCS in reconciling its monthly invoice.

10. Establish and maintain a MAIN ADPICS department path to route Agency-specific purchases for viewing by Agency staff.

11. Adhere to State Executive Directives and instructional memoranda regarding the approval, processing, and reporting of IT commodities.

12. Expedite orders as quickly as administratively possible for urgent Agency requests.

13. Coordinate procurement efforts with those of DIT Infrastructure Services, Agency Services, and Administrative Services to streamline receipt, delivery, and billing for commodities.

14. Provide procurement contact names and instructional media to Agency staff regarding DIT procurement methods. If requested, meet with and train Agency staff on DIT procurement processes.

15. Work cooperatively with DIT Infrastructure Services to maintain warranty and maintenance agreements for software and hardware serving DCS.

16. Strive to lower Agency costs for licensing and maintenance purchases by combining procurements for volume discounts.

17. Process assigned invoices in a timely manner and work proactively with DMB Accounts Payable staff to ensure timely, accurate payment of vendor invoices.

13.4 DCS will be responsible to

1. Enter Account Code (AG3) information into requisitions in the appropriate DIT-15, if DCS chooses to request AG3 coding for its IT purchases.

2. For IT desktop commodity purchases, supply information identifying the end user's name, phone number, and physical location to assist in notification, delivery, installation, and inventory tracking.

3. Participate in pre-bid meetings, oral presentations, and joint evaluation committee process and vendor selection.

4. Provide DIT Procurement with current information on Agency-designated signatories and approvers for DIT-0015 (Procurement Request) documents and Customer Service Center Procurement requests.

5. Indicate whether funding for each procurement request is included in the IDG.

6. Comply with the requirements of the End User Computing freeze on desktop commodities by providing a business case for any desktop commodity request that includes some portion of general fund monies.

Charges to DCS for Procurement Staff will be based on the percentage of transactions processed for DCS by its designated procurement liaison(s) and related percentage of the supervisor and overhead costs.

14.0 Hardware, Software, and Projects Not Included in the IDG

DCS may purchase IT commodities, software, and project development services after approval from DIT, using funding outside of the IDG.

15.0 Security Services

15.1 Security Services Overview

Security Services cover the development, maintenance, implementation, and enforcement of security-related policies and procedures for State Government IT resources.

It also includes incident management, monitoring, and interaction with non-State of Michigan security entities to insure that the State's IT infrastructure is safe from entities outside State Government as well as within State Government.

15.2 Scope

- Development of security-related policy and procedures.
- Coordination, implementation, and enforcement of all related security policies.
- Monitoring of security processes.

15.3 Security Services

Security Awareness and Assessment includes certain essential base services and certain premium services. Essential base services include:

- Development of guidelines and standards to meet state and federal security obligations and needs.
- Coordination of DIT Security agreement processes with agencies.
- Provide security-related tools, such as training materials, etc.
- Research new security technologies and make recommendations for new processes.

Premium services include:

- Coordination of Security with agencies, including awareness promotion: Work with agencies to promote security awareness.
- Enterprise Risk Assessment: Conduct enterprise-wide Rapid Risk Assessment.
- Assessment & Management of Application Risk:

- Assessment of application risk: Assist agencies in evaluating degree of security-related risk.
- Development of mitigation plans: Provide assistance to customers toward development of mitigation plans to address identified risks.

15.3.1 Passive Monitoring of IT Security Environment

This monitoring includes the following base essential services:

- Monitoring of State Firewalls
  - Provide oversight responsibility for the security of the State's infrastructure.
  - Provide final approval on firewall rule changes in accordance with State Standards and guidelines.
- Provide Security Alert Services
  - Monitor, evaluate, and publish industry security events and vulnerabilities to Agencies.
  - Provide network intrusion detection.
  - Monitor security breaches and provide information to agencies as warranted.
- Hardware Security Scanning Services
  - Coordinate scanning of systems within SOM for possible vulnerabilities.
  - Provide recommendations to resolve known vulnerabilities.
- Virus Protection
  - Coordination of virus protection, detection, and suppression at the PC, server, and network level.
- General Security Monitoring
  - Provide reports to agencies on security violations as well as policy infractions.
  - Provide services on DIT supported platforms.
  - Coordinating application of federal security programs, such as Homeland Security (focused on "all threats" approach).

15.3.2 Active Monitoring of IT Security Environment

This monitoring includes certain essential base services and certain premium services. Essential base services include:

- Perform IT Risk Assessment Services
  - Perform risk assessment of DIT infrastructure facilities in accordance with State policy and standards.

- Perform on-demand risk assessment service, as needed within DIT for new or changing infrastructure facilities.
- Document risk assessments for management review and response.

- Audits of Access Privileges
  - Audit access codes and usage on platforms within DIT based on Security policies and standards.
  - Provide information for coordination with customers on customer access rights and privileges.
  - Assist customers with agency audits relating to IT platforms/applications. This assistance may involve IRS audits, Auditor General audits, etc.

- Coordination of Physical Security for DIT Facilities.
- Health Insurance Portability & Accountability Act (HIPAA) - Ensure compliance with HIPAA regulations.

Premium services include:

- Ethical Hacking — Conduct ethical hacking against DIT platform resources to assist in determining level of risk for intrusion, firewall protection, and make recommendations on remediation strategies.
- User Monitoring — On-demand monitoring of users. In specific circumstances, it may be necessary to monitor specific users to address suspected illicit or fraudulent use of IT resources.
- Security Accreditation of Computer Systems — Facilitate security accreditation and certification of computer systems.
- Formal Security Training / Awareness.
- Homeland Security Incident Coordination Issues/Response.

15.4 Disaster Recovery Services Overview

The Disaster Recovery and Emergency Management Services addresses DIT's responsibility regarding planning, developing, and executing disaster recovery capabilities.

These services also address offering assistance to DCS toward development of their business resumption plan responsibility. DIT can leverage its disaster recovery planning expertise to provide assistance to its plans and processes. While both the development and execution of business resumption is clearly an agency responsibility, DIT will assist customers in dealing with this responsibility.

15.4.1 Scope
- Assist in the creation of disaster recovery plans and processes, and creation and maintenance of a disaster recovery hardware environment.

- Bring hardware and systems back online in the event of a disaster for critical application infrastructure.
- Assist toward development of business resumption plans and processes.

15.4.2 Disaster Recovery Services

The development and maintenance of a disaster recovery plan will include certain essential base services and certain premium services. Essential base services include:

- Maintenance of Disaster Recovery Plan — For critical business and DIT processes, creation of a disaster recovery plan covering:
  - Maintenance of existing disaster recovery plans.
  - Distribution of the disaster recovery plan.

Premium services include:

- Development of Disaster Recovery Plans — For critical business and DIT processes, creation of a disaster recovery plan covering:
  - Development of disaster recovery plans specific to each platform/process.
  - Distribution of the disaster recovery plan.

Testing of the disaster recovery plan will include certain essential base services and certain premium services. Essential base services include:

- Testing of Disaster Recovery Plan — Coordination of testing process with DIT infrastructure support and customer as required. This includes:
  - Testing of applications, network availability and output.
  - Ensuring that adequate Disaster Recovery testing is accomplished to meet customers' business requirements.

Premium Services include:

- "Table-Top" Testing — Panel review of Disaster Recovery Plan to verify plan validity (content, information, sequence, etc.).
- Simulation Testing — Full-blown simulation of Disaster Recovery Plan execution to verify validity, completeness, and effectiveness.

Execution of the disaster recovery plan includes no essential base services but does include the following premium services:

- Declaration of an EMERGENCY — Based on customer need and circumstance. DIT is responsible for the declaration of an emergency.
  - Provides 'over and above' normal business response for the specific systems or applications for which the emergency has been declared.

- Escalation to 24 X 7 coverage from on-call individuals.

15.4.3 Declaration of a Disaster

Based on customer need and circumstance, DIT is responsible for the declaration of a disaster.

15.4.4 Execution of Disaster Recovery Plans and Processes

Carry out efforts necessary to implement a Disaster Recovery effort based on the requirements defined in the Disaster Recovery plan to ensure that DIT Services meets pre-defined Agency Business Resumption Process requirements (may include the desktop, telecom, and distributed server environments).

- Re-establishment of infrastructure required to support business resumption.
- Re-establishment of data access.

15.4.5 Assistance toward Development of Business Resumption Plans and Processes

This assistance includes certain essential base services and certain other disaster recovery services. Essential base services include:

- Assistance to agencies toward development of their business resumption plans and processes.
- Coordination of business resumption planning process with DIT Infrastructure support, Agency Services, and Customer as required.
- Ensure that all infrastructure issues identified in the Business Resumption Process as being critical are involved in the development process (may include the desktop, telecom, and distributed server environments).

Other Disaster Recovery Services include:

- All other disaster recovery and assistance toward development of business resumption processes.

16.0 Enterprise Application Services

16.1 Overview

Enterprise Application Services provides application development and support for technical applications and services impacting several agencies and the enterprise (all agencies), including Human Resource Management Network (HRMN), DCDS, ADPICS, RSTARS, Michigan.gov, e-stores, Vignette, and Senior Project Management.

16.2 Michigan.gov

The Michigan.gov portal group provides hosting services including the production server environment and support at a 99.9% availability, and a test server, licenses, and support. Support Services for Michigan.gov include:

- Formal training and expertise in Vignette to all end users.

- Technical expertise in Vignette, Surfaid, and Inktomi for all technical resources.

- Graphical User Interface Michigan.gov Standard support (banner and graphics).

- State of Michigan web application monitoring and review for consistency in security, privacy, look and feel, and usability.

- Routine and on-request statistical reports.

- Web user interface design expertise and support of the user interface look and feel of the portal.

- Vignette Application maintenance and small enhancements.

- Maintain the contact Michigan e-mail box and either answer the e-mails or redirect them to DCS or office that can best reply to the query.

- Support Governor's Executive Office and Communication Division with ongoing support for the Michigan.gov home page.

16.2.1 Billing and Funding

Michigan.gov Portal charges must support entirely the cost of the production and test hosting environments (now 88% of the cost) and the support services staff (now 12% of the cost). Total estimated annual expenses for the Michigan.gov portal is $4,081,000 distributed as follows:

> Production and test hosting charges: $3,586,000
> Support Services Staff: $ 495,000

Total estimated charges for DCS for October 1, 2004 through September 30, 2005 are $261,540.00.

Agency charges are based on two factors — each weighted at 50%. These factors will be reviewed and adjusted annually:

- Content Count in Michigan.gov Database on 10/25/02 are representative of the cost of those servers, redundancy and support and the Vignette application.

- Page Views (end user traffic) 9/1/04 through 9/30/05 are representative of the cost of servers and support for Michigan.gov response time, availability, and redundancy.

Charges are not based on the number of websites per agency, the number of authors, editors, or publishers, or the number of training or support services.

16.3 Senior Project Manager Services

16.3.1 Obtaining Services

Contact your IO.

17.0 Desktop Services

17.1 Overview

This section details the services associated with the availability of 'ready-to-use' workstations, including standard or advanced workstations as well as associated peripherals, standard software, and applications.

It also covers the activities required to ensure that the workstations, peripherals, software, and applications provided are properly supported through their entire lifecycle.

17.2 Roles and Responsibilities

Desktop Services include:

- Availability of workstation & standard software, including standard configuration, software and basic office productivity, and State of Michigan software and applications.
- Availability of non-standard software, in answer to specific agency, position, or in some case individual needs.
- Model Office service, which ensures that any new application, software, or hardware is 100% compatible with existing standards & equipment.
- Moves, Adds, and Changes service, which deals with the installations, moving and/or removal of workstations and peripherals.
- Peripheral support, covers the on-site support for standard peripheral equipment.
- Kiosk support, similar to peripheral support but tailored specifically to the kiosks used by the agencies to provide services across the state.

17.3 Customer Service Center

As its name implies, the Customer Service Center essentially provides a portal to all DIT-related service areas via an Enterprise and Centralized Customer Service Center. The Customer Service Center covers the following:

- Single point of contact for any form of user support: (to obtain 'break & fix' support, to obtain information about DIT services, to procure new services from DIT such as applications hosting, etc.).

- Tier 1 user support with a stated goal of resolving the majority of support requests during the initial call ("on the spot").

- Tier 2 user support, when applicable, by drawing on other DIT services or Agency programs for final resolution of the issue.

- DIT will maintain the current DCS Help Desk function until an orderly transition plan is presented to DCS.

- The normal hours of operation are 7:00 AM to 7:30 PM Monday through Friday. Additional hours may be arranged by contacting your Information Officer.

17.4 Resolution Times

The resolution times for hardware and software average is as follows.

- **Hardware resolution time 2 days (average).**

  Comments: Allowances must be considered for ordering, shipping, receiving and replacement of parts through delays in either of the existing processes: warranty replacement generally takes one day turnaround after the request has been submitted to Dell, on hand parts requested return from Depot can take anywhere from 1-5 days. For replacing non-warranty parts a procurement request is generated by Depot and time must be allowed for shipping and receipt. A total rebuild may be required to image and load software on a corrupted hard drive once the part is received.

- **Software resolution time 1 day (average).**

  Comments: The resolution time takes into consideration software and installation key availability in addition to one request per call (not multiple installations being requesting in one Remedy case).

  For both Hardware/Software resolution, travel time and customer availability to schedule is also a consideration. In addition, response time is currently being reviewed within DIT. Additionally the Customer Service Director assigned to Civil Service will provide a monthly summary of open tickets and average time to resolve issues. Civil Service will prioritize tickets based on business impacts.

17.5 Problem Escalation

Civil Service will designate key people authorized to escalate a problem for priority resolution based on impact to the business. Contact the Client Specialist, Client Services Director or your Information Officer for immediate assistance.

18.0 Data Center Operations

18.1 Overview

Data and Application Hosting is the ability to provide mainframe/server facilities, Operating System support, maintenance, and operational monitoring of customer data and applications.

18.2 Data and Application Hosting

Data and application hosting can be performed either in a centralized or distributed environment, depending on the criticality of the data or applications hosted:

- Centralized hosting in a 7x24x365 data center is provided for data and those applications requiring high availability and/or a need for disaster recovery capabilities. It can also be preferred when a selected application resides on a mainframe or server supported by the data center.

19.0 Telecommunications

19.1 Overview

Telecommunications involves traditional voice (telephony) and data network backbone connectivity between State of Michigan work locations.

Voice Services addresses all services related to telephony, from basic office and cellular telephony to the design and deployment of elaborate Interactive Voice Response systems (IVR), Enhanced Call Processing (ECP), or Call Centers.

The breadth of Voice Services offered depends directly on the degree of involvement that DIT has in its delivery, i.e. whether or not the delivery facilities are managed by DIT rather than by an external service provider.

19.2 Service Levels

This translates into three (3) different levels in the breadth of Voice Services that are available to customers:

- For most central locations, or locations with a strong concentration of State of Michigan operations (specific buildings within the Lansing, Saginaw, Grand Rapids, and Detroit areas), DIT manages the voice installations and is accordingly able to offer its full breadth of Voice Services.
- For other locations with significant population or concentration of State of Michigan operations (specific buildings within Flint, Jackson, and Kalamazoo areas), DIT is able to offer a limited breadth of Voice Services.
- For all other locations, the role of DIT is currently limited to negotiating agreements with service providers to deliver the services on behalf of DIT.

Data & Network Connectivity covers the connectivity of users to standard State of Michigan data sources and applications such as data center applications, distributed applications, and external partners.

The Data & Network Connectivity Services are divided into the following services:

- Connection of a local network to the State of Michigan "backbone," which provides all users of this local network with access to the different data sources described above.

- Different remote connectivity modes, through which users working remotely are able to access their normal data resources.

- Different network services such as dedicated connectivity, connection to external partners, etc.